University of California Hospitals and Clinics · San Francisco

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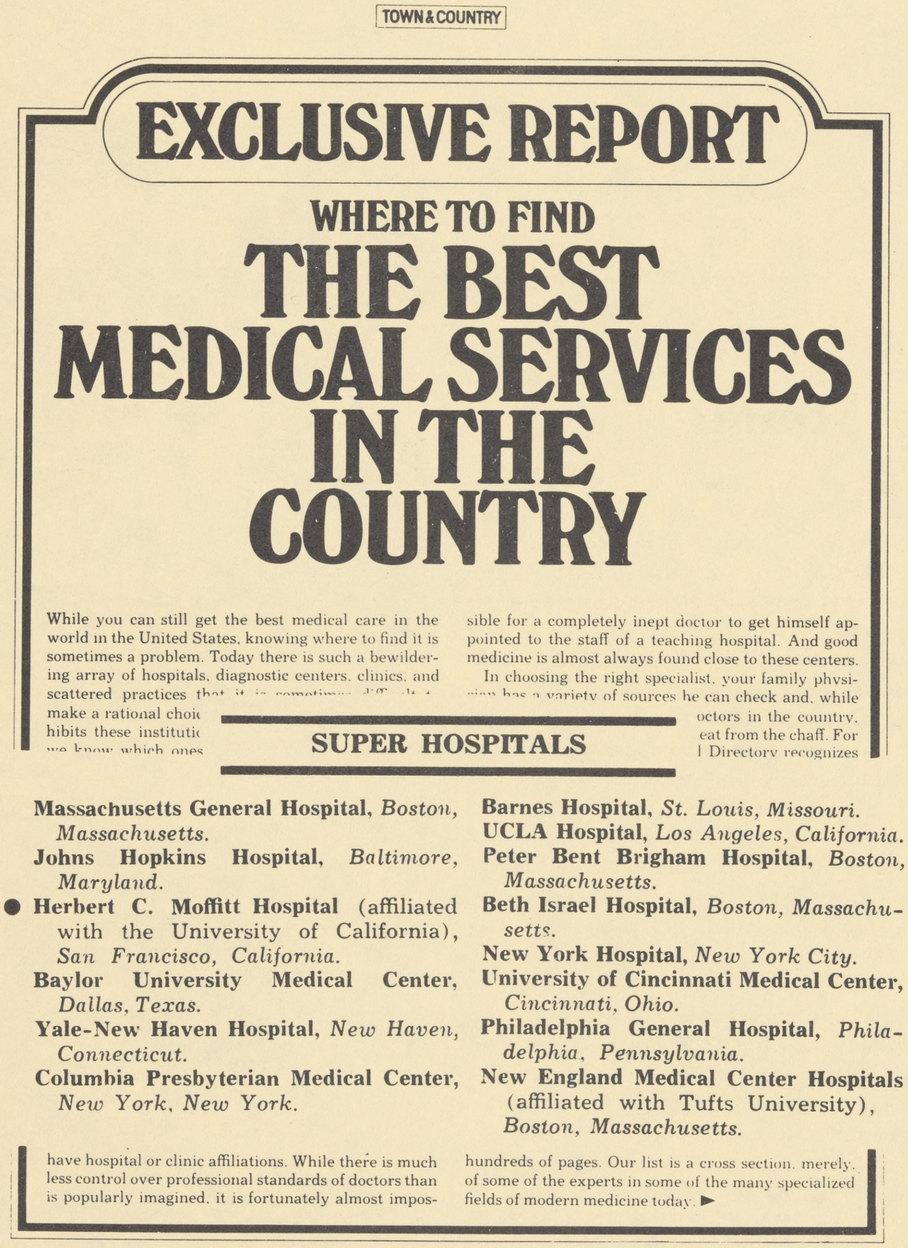
YOU NAME IT. . .

(SEE PAGE 4)



TOWN & COUNTRY

EXCLUSIVE REPORT

WHERE TO FIND

THE BEST MEDICAL SERVICES IN THE COUNTRY

While you can still get the best medical care in the world in the United States, knowing where to find it is sometimes a problem. Today there is such a bewildering array of hospitals, diagnostic centers, clinics, and scattered practices

make a rational choi

hibits these institutic

sible for a completely inept doctor to get himself appointed to the staff of a teaching hospital. And good medicine is almost always found close to these centers.

In choosing the right specialist, your family physi- has a variety of sources he can check and, while

octors in the country,

eat from the chaff. For

Directory recognizes

SUPER HOSPITALS

Massachusetts General Hospital, *Boston, Massachusetts.*

Johns Hopkins Hospital, *Baltimore, Maryland.*

● **Herbert C. Moffitt Hospital** (affiliated with the University of California), *San Francisco, California.*

Baylor University Medical Center, *Dallas, Texas.*

Yale-New Haven Hospital, *New Haven, Connecticut.*

Columbia Presbyterian Medical Center, *New York, New York.*

Barnes Hospital, *St. Louis, Missouri.*

UCLA Hospital, *Los Angeles, California.*

Peter Bent Brigham Hospital, *Boston, Massachusetts.*

Beth Israel Hospital, *Boston, Massachusetts.*

New York Hospital, *New York City.*

University of Cincinnati Medical Center, *Cincinnati, Ohio.*

Philadelphia General Hospital, *Philadelphia, Pennsylvania.*

New England Medical Center Hospitals (affiliated with Tufts University), *Boston, Massachusetts.*

have hospital or clinic affiliations. While there is much less control over professional standards of doctors than is popularly imagined, it is fortunately almost impossible

hundreds of pages. Our list is a cross section, merely, of some of the experts in some of the many specialized fields of modern medicine today. ▶

Thank you, *Town and Country* magazine, for including us among the "Super Hospitals" listed in your recent special report. Congratulations, Dr. Robert A. Fishman, Chairman, Department of Neurology and Dr. Melvin M. Grumbach, Chairman, Department of Pediatrics, cited in the article as outstanding in their fields.

Introducing Our New Publication

With this issue, UC Hospitals and Clinics introduces a new publication, especially for and about our employees.

The newsletter, issued concurrently with *The Campus Bulletin,* will be devoted specifically to information of interest to hospital and clinic personnel, for example:

- News about our building and development program—where we are and where we are going.
- A series of features highlighting the hospital and clinic departments and the people responsible for their day-by-day operation.
- Information about employee activities and benefits; announcements of employee promotions, honors and recognition at *all* staff levels.

The newsletter will be edited by Mrs. Claire Leeds Wray, who was for many years a reporter and feature writer on the staff of the *San Francisco Examiner.* From 1967-71, Mrs. Wray was Public Information Director of Irwin Memorial Blood Bank of the San Francisco Medical Society.

Employees are urged to address items of interest, comments or suggestions, to Mrs. Wray, care of the Office of Public Information. Currently, all UC Hospitals and Clinics personnel are invited to take part in the contest to name our new publication. (For contest details, see page 4.)

It is my earnest hope that, with your participation, this newsletter will open another avenue of communication for all of us.

Robert A. Derzon
Director, UC Hospitals and Clinics

In photo above: Supervisor Vera Pyle (l) and Magdalene Sasaki; at right, top to bottom: Lucila Aguilar, Lillian Garb, Evelyn Martin.

INSIDE STORY

The Medical Transcribers: Experts Behind-the-Scenes

"There are visible jobs in the hospital and there are invisible ones. Everyone is aware, for instance, of nurses, doctors, aides, pharmacists and others who deal directly with patients. At the same time, they may not be aware of many behind-the-scenes people who also contribute importantly to the Hospitals and Clinics' day-by-day operation."

This was Mrs. Vera Pyle speaking on behalf of just one group of "invisible employees"—the ten highly skilled typists who comprise the Medical Transcription office, of which she is Supervisor.

Located in a sub-basement office pendint completion of the new Clinics Building, this is one division of the overall Medical Records Department, which also includes the Record File Room, Medical Record Library, Patient Index Room and Research Area.

The medical transcribers are responsible for producing more than 2000 medical summaries, letters and operative reports each month. These are dictated into portable IBM transcribing machines by physicians on the wards and in the clinics, and by surgeons in the operating rooms.

The typists, who must have at least one year's medical transcription experience to qualify for employment here, are engaged in "the most complex kind of transcription that exists," according to their warm, articulate supervisor.

Working on two daily shifts, from 7:30 a.m. to 4:00 p.m. and from 4:00 p.m. to 12:30 a.m., the typists use earphones to transcribe material filled with mind-boggling medical terminology. So many new terms crop up every day, many of them do not yet appear in medical dictionaries.

"That's why we're compiling our own dictionary," said Mrs. Pyle, motioning toward the fat, black binder on her desk. "When we find a new term, we verify the spelling and establish a definition by consulting authoritative persons, then enter the term into the book."

Because patients are referred to the UC Hospitals and Clinics from all parts of the West, copies of most of the material transcribed are sent to physicians in the patients' home communities to be retained as a valuable part of their local medical records. A copy of each transcript is also filed in UC Hospitals' permanent medical records file, which now contains more than 530,000—or half a million—such records.

Although the transcribers work hard and steadily, they are by no means iso-

(Continued on page 4H)

Planning For National Hospital Week , May 7–13

The week of May 7-13 is National Hospital Week and the UC Hospitals and Clinics will join with some 7,000 other hospitals throughout the nation in observing it.

This year's theme, "We Want You . . . In the Picture of Health," expresses a new commitment for hospitals, whose traditional role has been limited to making sick people healthy. Today's hospitals also are assuming a responsibility for keeping healthy people well and, in a not-too-distant tomorrow, hospitals will become focal points of a health care system that includes *all* the people.

Appropriately, this year's committee for the UC Hospitals and Clinics Hospital Week observance is composed entirely of members of the Department of Social Work. Chairman is Mrs. Marie Simmons, who recently joined the staff as Assistant Chief of Social Services.

Discussing the focus of the 1972 observance, William G. Gonzalez, Assistant Hospital Director, Hospitals and Clinics, said that the social workers see patients not just as sick people but as total human beings who are part of the larger community and who bring with them many problems that cannot be solved by medical procedures alone.

"These problems, now compounded by illness, cover a wide spectrum of social, financial, emotional and other needs," said Mr. Gonzalez. "If allowed to persist or progress, they can impede the patient's recovery, or therapy may be of little value if the patient must return to the same unhealthy environment which may have contributed to the illness in the first place.

"The decade of the 'sixties was one of dynamic, fast-moving health care technology," he pointed out. "It brought a battery of complex equipment which, in turn, made a host of life-saving services possible, for example, kidney transplants and increasingly intricate heart surgery.

"While bringing new hope to countless patients, these technological advances contributed to a record increase in hospital costs."

Marie Simmons, Chairman

This year's approach to Hospital Week at UC Hospitals and Clinics is designed as a timely change of pace—"a non-machinery, non-computer view of our patient services," according to Mr. Gonzalez.

Displays, to be set up in the three main lobbies (Hospitals, Clinics, and Medical Sciences) will highlight many of the "people-helping-people" services performed every day in such departments as Rehabilitation, Physical Therapy, Maternity and Obstetrics, Pediatrics and many others.

Members of these departments will be present, along with social workers, to give demonstrations and answer questions. "Question-Suggestion" boxes will be set up throughout the week in each lobby, and patients and visitors will be encouraged to use them to ask for information or express comments on any aspect of the

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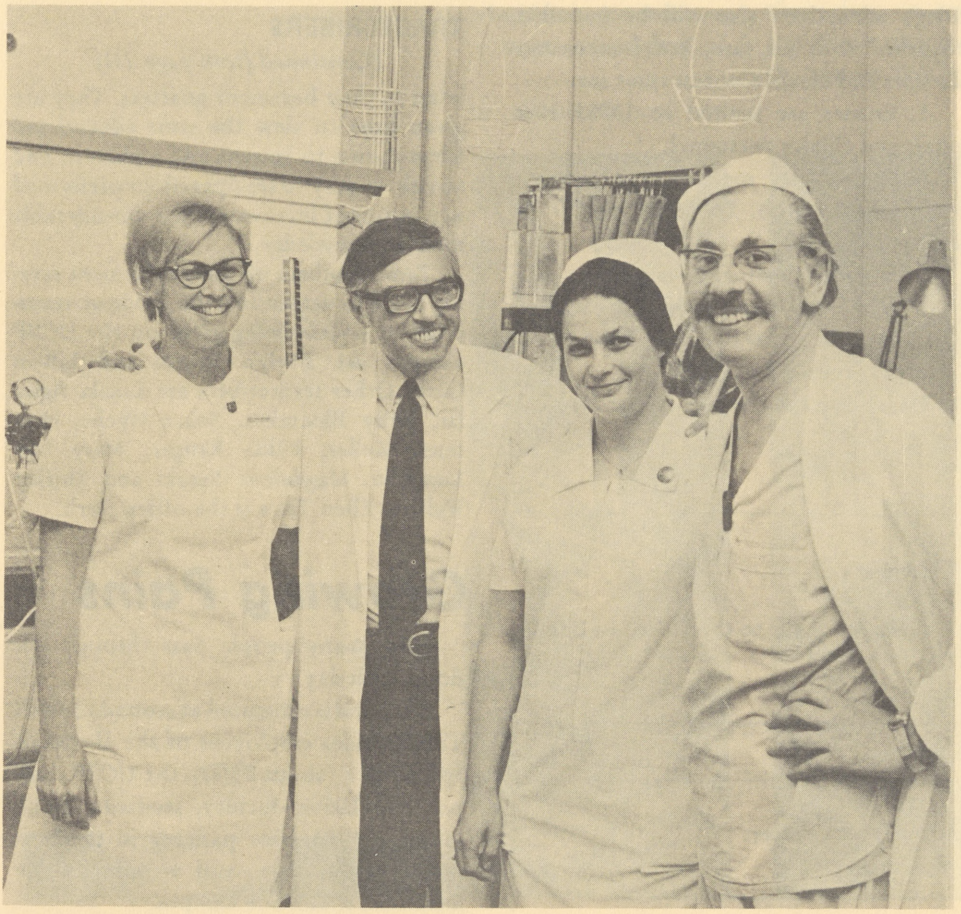

Doris Wellenkamp, R.N. (left) with staff members of the Hadassah-Hebrew University Medical Center (l to r) Dr. Shamay Cotev; Ada Bartev, head nurse of the new unit; and Prof. Joseph T. Davidson, head of the Department of Anesthesiology.

To Israel With Love

Doris Wellenkamp, R.N., Head Nurse, Intensive Care Unit, returned recently from two months in Israel where she helped set up an Intensive Respiratory Care Unit at the Hadassah-Hebrew University Medical Center, Jerusalem.

Miss Wellenkamp, who describes the experience as "the most rewarding of my entire life," also trained Hadassah nurses in intensive care procedures and use of the equipment.

Head of the new five-bed unit, Israel's first, and patterned after Moffitt Hospital's own, is a good friend of UCSF, Dr. Shamay Cotev.

Dr. Cotev was here in 1967 on a year's fellowship to observe our Intensive Care Unit.

SPEAK UP!

The Mail Box

We want to hear from *you*, the employees, on any subject affecting people who work here, or our patients.

All questions submitted to this newsletter will be personally answered by the Hospitals and Clinics Administration. Your suggestions for making this a better place to work, or for improving patient services, are needed, too!

Address questions and suggestions to "The Editor, UC Hospitals and Clinics Employees' Newsletter, Office of Public Information, 1483 Fourth Avenue." Please be brief. Contributions of widest employee interest will be published in each issue.

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HOSPITAL WEEK

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Hospitals and Clinics services, from actual health services, to patient billing methods, to parking and transportation problems.

All questions will receive an answer and all suggestions will be thoughtfully reviewed, Mr. Gonzalez promises.

Members of the committee assisting Mrs. Simmons are Harriet Sanders, Linda Rose, Mona Cohen, Elizabeth Davidson, Laura Fleming, Prist Johnson, Laura Camp and Carrie Frazier.

CONTEST

Name It And Win The Prize

We need a name—something short and snappy for our Hospitals and Clinics employees' newsletter. All UC Hospitals and Clinics personnel are invited to submit ideas.

The originator of the best name, or idea leading to a name, will be awarded an expense-paid, three-day trip to Southern California.

The winner will have a choice of either Los Angeles or San Diego, with a one-day visit to UCLA or UCSD Hospital as part of the package. That day will be spent with a member of the staff holding a job which parallels that of our winner.

A day's fun at Disneyland or San Diego attractions also will be included, together with air fare, hotel accommodations and meals. Contest rules are:

1. Entries are limited to UCSF Hospitals and Clinics personnel.
2. Contestants may submit as many titles as they wish. The deadline for entries is June 30.
3. If more than one contestant submits an identical name judged the winner, the prize will go to the contestant whose entry was received earliest.

Please use the coupon below for your entry.

"You Name It!" Contest

Fill out this entry blank and deliver, or send by campus mail, to the Office of Public Information, 1483 Fourth Avenue, no later than June 30.

YOUR NAME (Please print) ______________________________

DEPARTMENT ______________________ Extension ______________

Your suggested name for the UC Hospitals and Clinics Newsletter:

____

(If you wish to submit several names, attach a separate sheet.)

TRANSCRIBERS

(Continued from page 2H)

lated in their basement quarters. They are given time to view the same educational films shown to interns and residents, and to visit surgery to see operations performed as a means of increasing their considerable medical knowledge.

Two members of the department serving as instructors for the medical transcription course being given on the UCSF campus are Evelyn Martin and Lillian Garb. Other transcribers are Lucila Aguilar, Willy Bloemink, Susan Hyche, Hortense Keller, Hilda Kruger, Mary McLaughlin, Magdalene Sasaki and Shirley Walton. Ellen Titus is the office clerk.

Growing Pains

How many people pass through our doors each day?

The total is estimated at around 13,000! This includes employees of the Hospitals and Clinics (about 2500), the UCSF campus population—faculty, students, etc.—(about 9400), plus patients in the hospitals, outpatients, and visitors to the hospitals, clinics and campus.

No wonder we're feeling a little crowded and counting the days till the new buildings are completed.